UNIVERSITY OF SOUTHERN CALIFORNIA

Contract Services Coordinator

Job Code: 179047

Grade: I

OT Eligible: Yes

Comp Approval: 10/12/2007

JOB SUMMARY:
Assists with planning and coordinating assigned services contracts and/or reviews contract agreements to ensure contracted services are provided in accordance with contract requirements by monitoring and inspecting quality of vendors’ services. Assesses quality service and ensures compliance with University objectives, policies and procedures, contract specifications and applicable laws and regulations.

JOB ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>TASK DESCRIPTION</th>
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<tr>
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<td>Inspects work quality and/or reviews agreements to ensure contracted services are provided in accordance with contract requirements. Coordinates with contract agency managers regarding quality control and inspections and/or agreements. Assesses quality of service and ensures compliance with University objectives, policies and procedures, contract specifications and applicable laws and regulations.</td>
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<td>Manages special projects as assigned. Meets with vendors to strategically plan projects as needed. Defines project scope, prepares estimates, orders equipment, schedules and manages vendors. Coordinates with campus offices to minimize disruption and maintain customer satisfaction. Resolves customer concerns and issues regarding contract services.</td>
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<td>Researches and identifies organizational needs, proper materials and supplies for operations and recommends contract modifications or creation of new programs and services.</td>
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<td>Evaluates the effectiveness of vendor services. Recommends and implements modifications to achieve quality service.</td>
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<td>Liaises with customers to discuss service problems and quality assurance reviews. Resolves service problems involving research and exploration of options. Identifies possible impacts or outcomes and presents recommendations.</td>
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<td>Supervises all assigned staff. Recruits, screens, hires and trains staff. Evaluates employees performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.</td>
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<td>Participates on the development and implementation of program policies and procedures for contract services. Interprets policies and procedures. Recommends strategies for implementing policies and procedures and improving quality service.</td>
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<td>Participates in the development and administration of program budgets. Authorizes expenditures within established limits. Provides financial status reports as requested. Controls and monitors equipment and supply inventory. Approves purchase orders and negotiates with vendors.</td>
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<td>Coordinates and plans for special events. Interfaces with customers regarding scope of work definition.</td>
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Develops and maintains an internal database system to monitor and track contract services activity and information. Maintains statistical information regarding contract services and generates reports, as needed.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No
☐ Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

High School or equivalent

Minimum Experience:

3 Years

Minimum Field of Expertise:

Facilities maintenance and contract administration. Ability to comprehend contract language. Customer service experience. Demonstrated ability to interact effectively with a wide variety of people with tact and diplomacy.

Preferred Experience:

5 Years

Skills: Administrative:

Balance figures
Communicate with others to gather information
Coordinate events
Coordinate work of others
Gather data
Input data
Prioritize different projects
Research information
Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software
Verify calculations
Write memorandums for own signature

Skills: Other:
Analysis
Assessment/evaluation
Budget control
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Negotiation
Organization
Planning
Problem identification and resolution
Project management
Scheduling
Staff development
Teaching/Training

Skills: Machine:
Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopiier

Supervises: Level:
Supervises employees and student workers

Supervises: Nature of Work:
Service/Maintenance

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: __________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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